

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

COVID Update

# Positive	# ICU	# Vent
61	18	9

Congratulations, Dr. Paolo!



William F. Paolo, Jr., MD, has been named Chair of the Department of Emergency Medicine effective November 11, 2021. Dr. Paolo has served as Interim Chair of Emergency Medicine since March 2021. At Upstate, he also serves as Associate Professor in the Department of Emergency Medicine and Associate Professor of Public Health and Preventive Medicine.

The appointment was announced by Dr. Lawrence Chin, Dean of the College of Medicine.

“Dr. Paolo is the right leader for this unprecedented time in medicine.” Dr. Chin said.

“He has led this busy department with great aplomb through the challenges of the pandemic. Upstate is fortunate to have his continued leadership at this time.”

Dr. Paolo joined Upstate as Assistant Professor in 2009 and became Associate Professor (with tenure) in 2015. He has numerous peer-reviewed publications and received the President’s Teaching Award and Alpha Omega Alpha teacher of the year honor. He has served as Residency Program Director for Emergency Medicine since 2012.

Dr. Paolo has played an integral role in developing the medical school curriculum at Upstate. He was the designer and director for the Foundations in Clinical Reasoning course for first- and second-year medical students as well as the March into Residency course for fourth-year students. His university service includes membership on the Upstate Graduate Medical Education committee, Residency Administration Committee, and Upstate Trauma Committee, among others.

Dr. Paolo earned his medical degree with distinction in Infectious Disease research from the Albert Einstein College of Medicine where he was awarded Alpha Omega Alpha membership for graduating in the top ten percent of his class. He did his residency in Emergency Medicine at NYU/Bellevue from 2005 to 2008 and served as Chief Resident in 2009.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

New MRI Contrast (Gadavist) Recommendations

by Dr. Michele Lisi

The Department of Radiology no longer requires serum creatinine prior to the administration of Gadavist (MRI contrast), for patients 18 years and older, based on new recommendations from the American College of Radiology. We have worked with our Radiant/EPIC team to change the ordering procedure for providers.

We will still be requiring serum creatinine in patients 17 years and younger who have known renal disease. Although Nephrogenic Systemic Fibrosis (NSF) is not necessarily a risk in that population, little is known about gadolinium deposition in children.

Eovist (hepatobiliary agent used exclusively for liver lesions) will still require serum creatinine and is also reflected in EPIC.

Please refer to policy [RAD C-04](#) for more information.

New Respiratory Therapy Services Therapist Driven Protocol – Effective 12/6/21

by Yoland Fredette

Effective, Monday, December 6, 2021, Respiratory Therapy Services will implement a new Therapist-Driven Protocol due to critically short staffing Respiratory Therapist levels. Therapist-driven protocols are the norm in most hospitals and this protocol is supported by the Respiratory Therapy medical directors, Dr. Dragos Manta and Dr. Dana Savici. The protocol will apply to all adult patients excluding pediatric patients, patients covered under the burn service, and adults on Rib Fracture Admission Order Sets. The protocol provides a structured format that allows the therapist to quickly assess patients ordered on Respiratory Therapy and implement changes to therapy when indicated to best suit individual patient needs. When Therapy is ordered, the first treatment will be delivered as ordered. If changes to therapy are indicated, the therapist will write an order in the medical record "Per Protocol". Once the order is placed in Epic, a progress note will be written detailing assessment findings and reasons for change. If for any reason the patient's condition worsens the therapist will return the patient to previous orders and contact the covering medical provider for guidance. This protocol will allow therapists to modify care as patient conditions improve. The protocol will provide therapists with structured guidelines for therapy and allow them to focus limited resources to patients that truly need Respiratory Care and areas that are more critical. This protocol has been uploaded to MCN and can be referenced there. ([CM R-23 Respiratory Therapy Services Therapist Driven Protocol](#)).

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

Airway Management Project Pilot on 6I

by Dr. Adrian Proumen and Dr. Carlos Lopez

We would like to inform you of a multidisciplinary airway project to pilot on 6I called the ‘Vortex Approach to Airway Management’. The Vortex Approach to airway management is a multidisciplinary, comprehensive high acuity crisis management tool to help teams navigate complex airway events. The premise of the pilot project on 6I is to show feasibility of this approach to help increase interdisciplinary communication in the setting of crisis resource management.

The Vortex approach centers around three upper airway “lifelines” (mask ventilation, supraglottic airway, endotracheal intubation) to secure an airway allowing for ventilation and oxygenation of the patient. If these ‘lifelines’ are not feasible, then the final option for this ‘can’t ventilate, can’t intubate’ scenario is emergency interventional access through the front of the neck. The Vortex approach helps airway teams assess for potentially difficult airways and plan for them prior to any airway intervention.

The 6I pilot project will be comprised of 3 main prongs: education, implementation, and feedback. Education will be provided through Blackboard, multidisciplinary simulation sessions, and in-situ talks/mini-sims. Implementation will be on the unit with ‘super users’ along with newly designed Vortex difficult airway carts. Feedback will be both through a newly re-designed EPIC airway note and with a formal, post-event debriefing similar to the current Code Blue debriefings.

It is our hope that, after becoming familiar with the Vortex Approach all providers will have improved crisis resource management communication and skills which will directly translate to improved patient outcomes.

For more information on the Vortex Approach, please visit: www.vortexapproach.org.

UHCC Monoclonal Antibody Infusion Clinic Update

by Nancy Walklett

If you develop symptoms of COVID, please test early - the clock starts on day one of symptoms, not a positive test. Monoclonal antibody infusions should be administered as soon as possible after positive results of direct SARS-CoV-2 viral testing and within 10 days of symptom onset. Due to increasing demand we recommend contacting the ILI clinic at 315-464-5955 as soon as possible. The clinic is open Monday Through Friday 0800-1630 and is covered by the Triage and Transfer Center after hours, weekends and holidays for messaging.

Eligibility Criteria for Monoclonal Antibody infusions

The following medical conditions or other factors may place adults and pediatric patients (age 12-17 years and weighing at least 40 kg) at higher risk for progression to severe COVID-19:

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

- Older age (for example, age ≥ 65 years of age)
- Obesity or being overweight (for example, BMI >25 kg/m², or if age 12-17, have BMI $\geq 85^{\text{th}}$ percentile for their age and gender based on CDC growth charts, https://www.cdc.gov/growthcharts/clinical_charts.htm)
- Pregnancy
- Chronic kidney disease
- Diabetes
- Immunosuppressive disease or immunosuppressive treatment
- Cardiovascular disease (including congenital heart disease) or hypertension
- Chronic lung diseases (for example, chronic obstructive pulmonary disease, asthma [moderate-to-severe], interstitial lung disease, cystic fibrosis and pulmonary hypertension)
- Sickle cell disease
- Neurodevelopmental disorders (for example, cerebral palsy) or other conditions that confer medical complexity (for example, genetic or metabolic syndromes and severe congenital anomalies)
- Having a medical-related technological dependence (for example, tracheostomy, gastrostomy, or positive pressure ventilation (not related to COVID-19))

Other medical conditions or factors (for example, race or ethnicity) may also place individual patients at high risk for progression to severe COVID-19 and authorization of REGEN-COV under the EUA is not limited to the medical conditions or factors listed above. For additional information on medical conditions and factors associated with increased risk for progression to severe COVID, see the CDC website:

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>.

Healthcare providers should consider the benefit-risk for an individual patient.

ILI Status

- Current stats
 - 45 infusion slots per week, sometimes more if we can cohort relatives and have enough nursing support
 - 4 patients on a wait list for any last-minute cancellations
 - We have been unable to accommodate 25 patients so far this week
 - Patients are calling after being turned away from other sources and from as far away as Rochester and Binghamton
 - Most patients are calling on day 6-8 of symptom onset which leaves limited time to get them in
 - Majority are tested 2-3 days after onset of illness
 - Many outside testing sites take 2-3 days to communicate results
- Plans for expansion
 - On Monday, November 22nd, we added a 4th room
 - 15 additional slots per week
 - Utilizing staff from other areas and overtime to pre-register and complete RN triage

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

- Limitations for further expansion are related to staffing, space, and patient population
 - In the current location, we are unable to expand any further
 - Unable to increase hours due to staffing and space utilization for peds testing after hours
 - Exploring other possibilities but unable to identify a space currently
 - COVID positive patients need to be isolated from general population, limiting space options
 - Limited staffing. We are pulling from other ambulatory areas that are already short-staffed.
 - 2:1 patient ratio requiring 1 RN for every 2 rooms
 - Patient acuity and clerical workload increasing
 - Current demand=90 patients per week and increasing
 - After proposed expansion, we will still be unable to accommodate approximately 15 patients per week at current demand.
 - Patient need continues to expand weekly

Words of Wellness

by Dr. Leslie Kohman

Fortune Cookies for Our Times: "Don't be afraid of opposition; remember, a kite rises above the wind."

Mindsets to consider during crisis:



ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

Complimentary Holiday Meal

by Dr. Robert Corona



SUNY Upstate Medical University celebrates the Christmas holiday by providing one complimentary staff meal to hospital employees working on Saturday, December 25, 2021.

Eligibility: Hospital staff members who work at least one shift on the holiday are eligible to get one meal ticket.

Complimentary Meal Serving Times

- Upstate Community Hospital:

- | | | |
|---------------|--------------------|---------------------|
| ○ December 25 | 5:00 AM – 7:30 AM | Christmas Breakfast |
| ○ December 25 | 11:15 AM – 2:00 PM | Christmas Dinner |
| ○ December 25 | 4:30 PM – 7:00 PM | Christmas Dinner |

- Upstate University Hospital:

- | | | |
|---------------|--------------------|---------------------|
| ○ December 25 | 5:00 AM – 8:00 AM | Christmas Breakfast |
| ○ December 25 | 11:00 AM – 2:00 PM | Christmas Dinner |
| ○ December 25 | 4:00 PM – 8:00 PM | Christmas Dinner |

To Place an Order for Tickets

- Upstate Community Hospital: please place ticket orders by 12:00 pm on Friday, December 10th, for your staff working on December 25th. Nursing, please contact Tracey Wilcox at 315-492-5546 or wilcoxt@upstate.edu. All others, please contact Kim Amodio at 315-492-5656 or amodiok@upstate.edu.
- Upstate University Hospital: email Tara Wilhoit at wilhoitt@upstate.edu by Friday, December 17th, to order tickets for staff working on December 25th.

To Pick Up Tickets

- Upstate Community Hospital: tickets can be picked up starting on Wednesday, December 15th through Wednesday, December 22nd. Nursing, please see Tracey Wilcox in Suite 1128. All other departments, please see Kim Amodio in room 1503.
- Upstate University Hospital: tickets will be distributed on Monday, December 20th and Tuesday, December 21st from 9:00 am – 4:00 pm in room 1218 UH.

Please Note

- Meal tickets will not be mailed to any department
- Tickets are valid on Christmas Day only and are for the Christmas meal being offered.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

- The cafeteria will not provide a meal without a valid meal ticket. Copies of meal tickets will NOT be accepted in the cafeteria.
- On Christmas Day, if you need an extra meal ticket for eligible staff, you can contact the Administrative Supervisor.

Revised COVID-19 Policies of Special Interest for Clinicians

- [COVID-19: Bed Management and Throughput \(COV B-03\)](#): Updated pediatric COVID placement. Updated behavioral health guidelines.
- [Visitor Restriction During Prevalence of COVID-19 \(COV V-08\)](#): Changed number of visitors allowed in the UGCH, adult units, and the Emergency Department. Revised term 'inmate' to 'incarcerated individual' and clarified visits per law enforcement agency policy.

Outstanding Physician Comments

Comments from grateful patients receiving care on the units and clinics at Upstate:

Breast Care Center: Dr. Jayne Charlamb is very professional, kind, caring and easy to understand. She makes me feel that my health is very important to her. Dr. Lisa Lai always remembers all of the details about me even though I don't see her that often now. I recommend Dr. Lisa Lai to everyone. Dr. Lisa Lai is wonderful! I always look forward to seeing her. She is very calm and reassuring. Dr. Ranjna Sharma was great! She checked me out and went over her recommendation thoroughly. Dr. Ranjna Sharma – wonderful care for me as a person and patient.

Cntr for Devel., Behavior and Gen.: Dr. Nienke Dosa was very attentive, gave me all the time we needed to discuss my concerns, and gave me the information that I needed to come to a decision about my child's care. Dr. Nienke Dosa spent a wonderful amount of time with us (almost an hour) and she never once made me feel rushed or that she had someplace else she needed to be.

Community Campus Emergency Department: I think the whole staff was good. If I ever have to go to the ER again it will be this hospital. Upstate Community Campus, you are the best!

Dermatology Clinic: Dr. Ramsey-Sami Farah is a caring person. Dr. Joyce Farah treated me like a physician colleague showing me my lesion under magnification, and she discussed with me why she gave the lesion the diagnosis that she determined. She also discussed with me my treatment options, and treated me during the same office visit. She was very professional and pleasant.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

Family Medicine: **Dr. Kaushal Nanavati** is a fantastic doctor and seems to truly care and listen. **Dr. Clyde Satterly** is a wonderful doctor. He always listens to my concerns and has good advice and ideas for further testing or treatment, even in a case as difficult as mine. He is the best doctor I have ever had in my adult life. **Dr. Rupali Singla** is very thorough and genuinely concerned/interested in you and your health.

Family Medicine at Community: I always learn from **Dr. Igor Kraev** and look forward to seeing him. This was the best encounter ever. I am thankful for the discussion. **Dr. Sana Zekri's** level of care and concern always impresses me. I always feel respected, listened to, and valued as a person. **Dr. Sana Zekri** listens and provides a clear explanation on how best to move forward treating a condition. **Dr. Sana Zekri** is very thorough with asking me questions and listening to my answer to make sure both he and I understand each other. He answers my questions in relevant and respectful ways. He is very patient. **Dr. Sana Zekri** – excellent, efficient, and most importantly compassionate.

Joslin Center for Diabetes: My annual visitations with **Dr. J Kurt Concilla** seemed to simply get better and better with each successive year culminating with this last visit. I was saddened to hear that he was retiring. **Dr. J Kurt Concilla's** people skills are awesome. I have never felt so relaxed in a doctor's office before. It felt like I could have talked to him for hours on end. I wish him all the best and am very grateful for the excellent care that he provided to me! **Dr. Barbara Feuerstein** is the best doctor I've seen in my 25+ years. She goes above and beyond to always help me and answer all my questions. **Dr. Barbara Feuerstein** – good. **Dr. Barbara Feuerstein** is the absolute best doctor! I would wait however long it takes to see **Dr. Barbara Feuerstein**. She is awesome. No complaints. **Dr. David Hansen** is excellent with kids. He is such a careful listener and very good explaining things, especially to children. Seriously one of the best physicians I have encountered. My healthcare provider, **Dr. Rachel Hopkins**, has given me the absolute best medical care over the years. I am deeply grateful to **Dr. Rachel Hopkins** for her thoroughness, communication with me, research into my complicated medical condition and her giving me the best medical care. I am deeply grateful to **Dr. Rachel Hopkins** for her dedication to providing me with optimal care and for her kindness. I'm always very impressed with **Dr. Rachel Hopkins**. She's clear, concise and discusses all issues eloquently. **Dr. Roberto Izquierdo** – awesome, always so calm, professional, thorough, caring. **Dr. Roberto Izquierdo** is very personable. **Dr. Roberto Izquierdo** – he is my favorite doctor out of all I go to.

Multidisciplinary Programs Can. Ctr.: **Dr. Jeffrey Albright** – professional. In my opinion, there is no better doctor than **Dr. Jeffrey Albright**. **Dr. Mark Crye** was kind, knowledgeable, patient and informative. **Dr. Mashaal Dhir** was very thoughtful and thorough. He answered my questions and explained my options in a way I could understand. I very much appreciated the time he spent understanding my history. **Dr. Kristin Kelly** was outstanding. She explained my treatments thoroughly and in language I could understand. She ensured I was aware of any and all risk. **Dr. Kristin Kelly** was very caring. **Dr. Gloria Morris** – professional and caring. I appreciated and would recommend **Dr. Silviu Pasniciuc** to other people. **Dr. Silviu Pasniciuc** is the most compassionate physician. He takes the time needed and really listens. He is so knowledgeable in pain management and the fears that come with having had cancer. **Dr. Ranjna Sharma** spent the most time with

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

me and made me feel most comfortable. She was thorough in her explanation of what I am facing. **Dr. Jason Wallen** was very thorough in his review and explanations. He made us feel at home with him. I am pleased to have him as my doctor.

Nephrology Clinic: **Dr. William Elliott** is always ready to answer my questions. **Dr. William Elliott** was very thorough explaining and covering everything.

Pediatric After Hours at Community: **Dr. Timothy Bright** was awesome. He was empathetic, kind, and patient. Thank you! **Dr. Timothy Bright** was wonderful. **Dr. Timothy Bright** was excellent. He quickly attended to my son and very quickly made us aware his break would need to be handled at the Golisano location.

Pediatric Multispecialty Clinic: We always have a good experience with **Dr. Christopher Fortner**. He takes his time with us to ensure questions are answered, is a wealth of knowledge and expertise, always explains things well, is very positive in his approach, and we are all treated with dignity, information and respect. **Dr. Philip Monteleone** is the best! Very down to earth and explains things very well.

Pediatric Surgery: **Dr. Tamer Ahmed** was AMAZING! Caring, educational, down to earth, easy to relate to, extremely knowledgeable and excellent at calming nervous parents. He made our child's visit and surgery as easy and painless as possible. You are truly lucky to have him. **Dr. Tamer Ahmed** has always been available via email to help ease our concerns and answer questions. **Dr. Michaela Kollisch-Singule** was great! She was very upbeat and friendly. My 13 yo son even said that she was so nice. She made us feel safe in the decision that we will be making. Very pleased with **Dr. Kim Wallenstein**.

Peds Neph, Rheum, Integrative Med: **Dr. William Hannan** is great! He truly cares about his patients and their health ailments. **Dr. Heather Wasik** was so wonderful. She spent a lot of time with us and was so kind to my nine year old daughter. Our experience was really great with her.

Pulmonology Clinic: **Dr. Sumendra Joshi** – concerned. **Dr. Angela Love** – impressed, very enjoyable visit. **Dr. Birendra Sah** – knowledge of sarcoidosis and treatment alternatives. **Dr. Ahmed Shawkat** seemed to care about my needs and welfare.

Regional Perinatal Center: **Dr. John Nosovitch** is very professional and still personable. I appreciate his honesty.

Radiation Oncology: **Dr. Stephen Graziano** – the best! **Dr. Michael Mix** is awesome!

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

Rheumatology Clinic: Dr. Patrick Riccardi is awesome! Very helpful and easily explains everything. Dr. Patrick Riccardi was fantastic at explaining everything to me as this is a new diagnosis for me. Dr. Jianghong Yu – completely focused and well informed.

SUNY Upstate – Virtual: Dr. Gennady Bratslavsky was amazing, very thorough, and personal! Great doctor! Dr. Hiroshi Kato is a wonderful doctor and truly has his patient's well-being as his first priority. Talking on the phone with Dr. Hiroshi Kato is an excellent opportunity for me to express my concerns with him freely and comfortably. I am fortunate to have Dr. Ruham Alshiekh Nasany as my neuro-oncologist. Dr. J Trussell is a gifted communicator. Dr. Ruth Weinstock always provides excellent, expert medical care. Dr. Jianghong Yu is the utmost professional. I feel 100% cared for and heard which is important. Of all my specialists, she is the one whom I take my concerns to. The only downside is that I only see her every 6 months so it is a treat to be treated well.

Surgery – UH: Dr. Michael Costanza – very thorough at explaining results of CT scan and answering all questions. Dr. Jason Wallen has always explained everything in detail and showed concern about every issue. Dr. Jason Wallen, as always, is highly professional and treats his patients with respect.

Surgery UH LL022: Dr. Moustafa Hassan – extremely caring, professional, the best!

Surgical Subspecialties at CC: Dr. Lauren Rabach is a very caring doctor.

Transplant Center: Dr. Brian Gallay was very informative and pleasant. Dr. Reza Saidi – very thorough from beginning to end and was easy to understand complete transplant information required. Got to facts and gentleman in conversation both medically and personal information.

UHCC – Neurology: Dr. Sara Ali is very caring, informative, patient, caring and professional. She's awesome. Dr. Sara Ali is the real deal! She gave me hope and is optimistic about continued healing. I love her! She's great. Dr. Sara Ali answered all my questions and concerns to my satisfaction. She was very thorough. I left feeling safe with the care I received from Dr. Anuradha Duleep. She's a pro. Dr. Shahram Izadyar is very kind and understanding. He explains well and carefully what is happening. I am very happy that he is treating me. I absolutely loved Dr. Kimberly Laxton. She was very attentive and aware of the situation. Dr. Ioana Medrea – excellent bedside manner, skill, and communication. Dr. Corey McGraw - down to earth and easy to talk to. Dr. Luis Mejico took his time, asked for my input, and discussed all issues and topics. Dr. Luis Mejico – amazing!! Dr. Victoria Titoff – extremely pleasant and very capable.

Univ Pediatric & Adolescent Center: Dr. Joshua Bonville always ensures all my questions are answered and never makes me feel bad for utilizing his time. He is great with my children and was happy to see us.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

University Cardiology: Dr. Robert Carhart – great! Dr. Robert Carhart is always helpful. Dr. Robert Carhart always listens and addresses my concerns. Dr. Robert Carhart has a kind demeanor, listens completely and discusses treatment options from listening. I've already started recommending him to friends and family. Dr. Robert Carhart – never ending professionalism. Dr. Hani Kozman was so pleased with my husband's blood pressure and weight that he wasn't sure when he should come in for a check-up. He made us feel good overall. Dr. Sakti Pada Mookherjee is probably one of the best I ever had.

University Center for Vision Care: Dr. Samuel Alpert continues to provide me with excellent attention and care. I am most appreciative. I was impressed that Dr. Samuel Alpert stepped in to do my eye exam himself. Dr. Samuel Alpert is personable, knowledgeable, and trustworthy. Dr. Samuel Alpert is always kind, cheerful, polite and thorough. Dr. Samuel Alpert – great eye exam, gentle, spoke calmly and explained things well, listened to feedback from a previous exam and thanked me. Dr. Robert Fechtner is an excellent doctor. I like him extremely well. Relaxed and very easy to understand; very thorough and explains everything very well in layman's terms. Dr. Robert Fechtner is the best. Dr. Robert Fechtner is great! Dr. Preethi Ganapathy is a great doctor. Dr. Preethi Ganapathy is the best. I can't thank her enough for all of her help.

University Geriatricians: Dr. Andrea Berg is very open and seems concerned about my health. Really impressed with Dr. Andrea Berg's manner of communicating. Dr. Andrea Berg proved to be very thorough, professional but wonderfully sensitive to my concerns and needs. Dr. Andrea Berg – focused on my issues and working to make my visit what I need to know. 10 stars! Polite, knowledgeable and I leave feeling that she is focused on my issues and doing everything she can. Dr. Andrea Berg is a wonderful physician helping us deal with the ravages of Alzheimer's Disease. We are very pleased with her manor, care and concern. Dr. Sharon Brangman is wonderful. Dr. Sharon Brangman was very gentle, patient and concerned. She made sure that I, as my wife's caregiver, was included in all the conversations and decisions on my wife's behalf. I couldn't be anymore confident and comfortable with any physician caring for my wife! Dr. Sharon Brangman was very helpful. Dr. Dona Varghese is very personable and thorough. She obviously carefully reviewed our last visit and was well prepared. She remembered small details of our last conversation which was comforting. I felt she was totally present during my appointment and did not feel rushed but rather listened to. She established a personal connection and I feel comfortable contacting her with concerns in the future.

University Internists: Dr. Tingyin Chee – she was very good in taking time to explain things to me and I appreciate that. Dr. Tingyin Chee is caring, knowledgeable, and most importantly treats the 'whole' person. Dr. Tingyin Chee lets me know why she prescribes something. Dr. Vincent Frechette worked hard to figure out my problem. Dr. George Gluz – great! Dr. George Gluz – very thorough and professional. First time with Dr. Sriharsha Gowtham – like him a lot! Dr. Sriharsha Gowtham was excellent! Dr. Catherine White was very attentive. Called me within three hours of being home with lab results. Quick response. Dr. Catherine White was very efficient and pleasant. I think she is going to be a good doctor for me. Dr. Catherine White is the best! Dr. Catherine White was attentive, kind, good listener and easy to talk to.

ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

CMO REPORT

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine

UPSTATE
UNIVERSITY HOSPITAL

December 3, 2021

Upstate Pediatrics: We love **Dr. Tobey Kresel**. Best doctor in the office! **Dr. Ellen Schurman** was very attentive and listened to all of our concerns. She called to follow up to see how my child was feeling.

Wound Care Center: **Dr. William Santiago** is awesome, down to earth, listening is great, and cares about my little guy.

05B: Dr. Eposi Mbame was kind, listened to me, answered my questions in depth, told me to ask as many questions I wanted because she was there for me. Her bedside manner was outstanding. She was outstanding. Please recognize her for being one of the best doctors I've ever met.

10E: Dr. Mijung Lee – caring, professional, friendly, and responsive. We feel fortunate to have had her taking care of us throughout this very difficult time.

We are extremely thankful for everything you do to provide the very best care for our patients. Because of you, we are Upstate Strong!

~Amy



ALERT —
ADVISORY —
UPDATE —

IMMEDIATE ACTION REQUIRED
PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION